

Appl. No. 09/728,195  
Amdt. dated March 9, 2004  
Reply to Office Action of December 10, 2003

#### REMARKS

Claims 1-19 were rejected under 35 U.S.C. § 102(b) as being anticipated by Kinser. This rejection is traversed for the following reasons.

Claim 1 has been amended to recite "permitting deletion of proactive maintenance tasks if said proactive maintenance task has not been sent to a technician dispatch module which dispatches proactive maintenance tasks to technicians; permitting exclusion of proactive maintenance tasks if said proactive maintenance task has been sent to said technician dispatch module." Kinser fails to teach or suggest these features. The deletion and exclusion features were found in original claims 13 and 14. In analyzing these claims, the Examiner cited to column 14, lines 48-64 of Kinser. In reviewing this section of Kinser, Applicant finds no reference to deletion or exclusion of proactive maintenance tasks as recited in claim 1. Accordingly, Kinser cannot anticipate claim 1.

In view of the foregoing, claim 1 is patentable over Kinser. Claims 2-12 and 15-17 depend from claim 1 and are patentable over Kinser for at least the reasons advanced with reference to claim 1. Claims 18 and 19 recite features similar to those in claim 1 and are patentable over Kinser for at least the reasons advanced with reference to claim 1.

In view of the foregoing remarks and amendments, Applicant submits that the above-identified application is now in condition for allowance. Early notification to this effect is respectfully requested.

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If there are any charges with respect to this response or otherwise, please charge them to Deposit Account 06-1130.

Respectfully submitted,

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